

# Monthly Performance Metrics

April 2015



Compliance Level Legend			
In Compliance	<span style="color: green;">●</span>	<span style="color: red;">●</span>	Out of Compliance
Within Tolerance	<span style="color: yellow;">●</span>	○	Insufficient Data

April 2015

SERVICE AVAILABILITY		Target Performance	Actual Performance	Compliance Level
Accela - Permits, Planning		99.7%	100%	<span style="color: green;">●</span>
Call Centers for County Departments		99.5%	100%	<span style="color: green;">●</span>
CJIS		99.9%	100%	<span style="color: green;">●</span>
COMPASS System (7:00 am - 6:00 pm, M-F)		99.7%	100%	<span style="color: green;">●</span>
Data Center		99.99%	100%	<span style="color: green;">●</span>
FOCUS System (7:00 am - 6:00 pm, M-F)		99.7%	100%	<span style="color: green;">●</span>
GIS Viewer		99.9%	100%	<span style="color: green;">●</span>
IJIS		99.9%	99.7%	<span style="color: orange;">●</span>
Internet Portal		99.99%	100%	<span style="color: green;">●</span>
Intranet Portal		99.95%	100%	<span style="color: green;">●</span>
Microwave Radio		99.999%	99.999%	<span style="color: green;">●</span>
Property Tax/Mainframe (6:30 am - 5:00 pm, M-F)		99.7%	100%	<span style="color: green;">●</span>
Property Database Applications (Oracle)		99.9%	100%	<span style="color: green;">●</span>
Remote Access (VPN)		99.999%	100%	<span style="color: green;">●</span>
Request for Radio System Access Placed in Queue		≤1%	≤1%	<span style="color: green;">●</span>
Sac. Regional Radio Comms. System		100%	100%	<span style="color: green;">●</span>
Shared File Server		100%	100%	<span style="color: green;">●</span>
SharePoint		99.99%	100%	<span style="color: green;">●</span>
Stayed within Change Management Window		90%	64%	<span style="color: orange;">●</span>
Unified Messaging		100%	100%	<span style="color: green;">●</span>
Virtual Environment		100%	100%	<span style="color: green;">●</span>
Voice Network		99.5%	99.93%	<span style="color: green;">●</span>
WAN		99.99%	100%	<span style="color: green;">●</span>

April 2015

CUSTOMER SERVICE STANDARDS		Target Performance	Actual Performance	Compliance Level
Average Vendor Repair Time per Maintenance Contract		90%	100%	<span style="color: green;">●</span>
Average Vendor Response Time per Maintenance Contract		99%	100%	<span style="color: green;">●</span>
COMPASS Acct Creation, Deletion, Wk Role Mod.		90% completed w/in 3 bus. days	100%	<span style="color: green;">●</span>
Incidents Resolved by the DTech Service Desk on the First Call		77%	60.8%	<span style="color: red;">●</span>
Responding to Priority 1 Incidents in Under 20 minutes		90%	100%	<span style="color: green;">●</span>
Speed to Answer Calls (Service Desk)		45 seconds	60 seconds	<span style="color: red;">●</span>
TSR Completion (Telephone Service Request)		(15 days) 90%	93%	<span style="color: green;">●</span>

April 2015 Monthly Performance Metrics - Descriptions and Compliance Explanations

**\*Services are measured 24x7 excluding the 4-hour Sunday Change Management window (9 a.m. - 1 p.m.) unless stated otherwise.**

**Accela - Permits, Planning**

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Description: A single, integrated case management system used to issue and track permits and business licenses and track code violations.

Metric Calculation: Data processing occurs nightly at 3:00 AM for 20 minutes and 4:30 AM for 5 minutes. System maintenance occurs during Sunday Change Management window. Outages outside windows are logged within the Accela issue tracking module and reported monthly.

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**Call Centers**

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Description: Using County's integrated enterprise-wide communication network, call center service routes incoming calls to a defined group of call agents allowing efficient use of staff and control of incoming calls. Service includes engineering, installation, modification, the ability to monitor control call flow, manage call queues, and report response statistics and agent performance.

Metric Calculation: This indicator is based on priority 1 issues that impact Call Centers availability and is calculated monthly by subtracting outage minutes from total minutes of expected availability, divided by expected availability per month. Expected network availability is number of call centers, by total minutes per month.

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**CJIS**

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Description: Contains business processes and criminal justice data to process an offender through the legal system.

Metric Calculation: The mainframe and applications that make up the CJIS system are monitored for availability

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## **COMPASS System**

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Description: COMPASS is a single, integrated system that tracks and controls all aspects of the County's financial, logistics and human resources operations. It eliminates wait-time overnight for systems to report to other systems to complete transactions and data entered is real time and available for processing.

Metric Calculation: Uptime is the number of minutes from 7 a.m. - 6 p.m., Monday - Friday divided into the number of minutes the production COMPASS system was available to the user community.

Compliance Levels: 99.7 % uptime translates to no more than 30 minutes down time for a given week.

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## **Data Center**

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Description: County Data Center at 799 G street

Metric Calculation: The metric reflects the percentage of time that power and room cooling are available to the 799 G. Street facility to allow for the operation of electronic equipment. The timeframe that this is calculated against is 7X24, but any scheduled outages will be excluded.

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## **FOCUS**

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Description: FOCUS is the system used to handle the County's utility billing.

Metric Calculation: Uptime is the number of minutes from 7 a.m. - 6 p.m., Monday - Friday divided into the number of minutes the production FOCUS system was available to the user community. 99.7 % uptime translates to no more than 30 minutes down time for a given week.

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## GIS Viewer

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Description: GIS web viewers provide users access to property-related and infrastructure information via online mapping applications. Some viewers are specialized per individual department needs.

Metric Calculation: The GIS web viewers are monitored by SiteScope for down-time alerts. Staff logs down-time incidents and duration.

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## IJIS

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Description: Database contains replicated CJIS data formatted for Law and Justice community in their line of business applications.

Metric Calculation: The SQL database server is monitored for availability

**Non-Compliance Explanation:**

**Friday, April 3, SQL server interrupted at 13:31 due to a fatal exception error until 17:40. Resolution found, updates applied to IJIS databases.**

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## Internet Portal (SACCOUNTY.NET)

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Description: Using the County's integrated enterprise-wide, high performance network environment, this provides links to all county agencies, departments and related entities websites and information for constituent use.

Metric Calculation: SacCounty.net is monitored for availability in five minute intervals and is based on the availability of the Internet Link (circuit) and WWW.SACCOUNTY.NET web portal.

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## **Intranet Portal**

(INSIDE.SACCOUNTY.NET)

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Description: Using the County's integrated enterprise-wide, high performance network environment, this provides links to all county agencies, departments and related entities websites and information for employees' business requirements.

Metric Calculation: Monitored and reported from an external device by ActiveXperts software

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## **Microwave Radio**

Description: The system connects radio sites and 911 Dispatch Centers, transfers 911 answering system between Sacramento Sheriff/Police and is a regional communication link.

Metric Calculation: The system is electronically monitored for availability 24x7

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## **Property Tax**

Description: The Property Tax System contains business processes and property tax data to generate reports and bills.

Metric Calculation: The mainframe and applications that make up the TAX system are monitored for availability 6:30 am - 5:00 pm, M-F

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## **Property Database Applications (Oracle)**

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Description: The Property Shared Database (PSD) is a property-related information repository, populated from existing departmental applications.

Metric Calculation: The Oracle database server is monitored for availability

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## **Remote Access/VPN Virtual Private Network**

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Description: Provides secure access to the County's WAN from the user's Internet browser, allowing access to computer systems and information on the Sacramento County internal network (WAN) from outside the County network.

Metric Calculation: Availability is based on checking the connection of the two Internet links and two VPN appliances.

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## **Request for Radio System Access Placed in Queue**

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Description: If a voice radio channel is unavailable to SRRCS user using 2-way radio, the request is placed in queue per priority for next available channel.

Metric Calculation: The system is electronically monitored for availability 24x7

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## **Sac Regional Radio Comms System (SRRCS)**

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Description: Provides governmental entities in the greater Sacramento region with voice radio services, serving city, county, state, federal and service districts.

Metric Calculation: The system is electronically monitored for availability 24x7

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## **Shared File Server**

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Description: Using the latest technology in clustered, fault tolerant replicated network disk storage technology this service provides networked file storage for County customers.

Metric Calculation: The Netapp storage devices are monitored every two minutes for response external to the devices by ActiveXperts monitoring software. Normal 9 AM -1 AM Sunday maintenance widow is excluded in the calculation of the total availability

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## **SharePoint**

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Description: SharePoint is a web tool for managing and hosting Intranet, Internet and Extranet web sites, team sites, shared calendars, discussions, custom lists, surveys, blogs, wikis and custom business process workflows.

Metric Calculation: SharePoint is monitored for availability in 10 minute intervals on both the Intranet and Internet using SiteScope

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## **Stayed within Change Management Window**

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Description: Change Management tracks and reports on changes that affect customer access to a wide range of services.

Metric Calculation: Percentage of changes measurement completed within planned change by measuring stated start/end times of change in Applix.

**Non-Compliance Explanation:**

**This metric is still in progress on ServiceNow, yellow compliance level is due to Change Reps accounting for planned outages in error.**

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## **Unified Messaging**

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Description: eMail, calendaring, eFAXing, Unity VoiceMail, Anti-Spam/Anti-Virus, PDA Synchronization, Blackberry, User Authentication, eMail Encryption and Instant Messaging for various County departments

Metric Calculation: Each server log for each services above are reviewed manually by DTech System Administrators. Metric is calculated on the average monthly availability for the Unified Messaging suite of services.

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## **Virtual Environment**

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Description: Virtual Server monitoring of both the virtual host and virtual guests for various County departments.

Metric Calculation: VMware cluster uptime reports are generated based on the information gathered from vCenter and network monitoring tools. The data is then calculated on the average monthly availability of the host system in each virtual cluster.

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## **Voice Network**

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Description: Provides telephone, voice mail, automatic call distribution or centers, predictive dialer, etc. within the County. The service includes engineering, installation or modification and maintenance of telecommunications systems.

Metric Calculation: This indicator is based on priority 1 issues that impact voice network availability and is calculated each month by subtracting outage minutes from the total minutes of expected availability, divided by expected availability per month. Expected network availability is the number of switching nodes, by total minutes per month.

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## **Wide Area Network (WAN)**

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Description: Offers countywide IP data communications connectivity between local area networks (LAN) for accessing applications and services on County servers using routers and communication links for the connections through leased circuits, wireless links and county-owned fiber.

Metric Calculation: Take the total number of minutes the network is unavailable, divided by total network minutes available for a month.  
Calculating available minutes - Total number of ports (14,163), times total minutes a day (1,440), times total days in the month.  
Calculating unavailable minutes - Total number of ports unavailable, times total minutes unavailable.

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## **Average Vendor Repair Time per Maintenance Contract**

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Description: Countywide Service Desk manages the Countywide maintenance contract to help customers get their equipment problems repaired within contract terms and timeframes.

Metric Calculation: Based on equipment category & expected repair time for category and is a legal document. Calculates the time ticket was acknowledged and repaired by the vendor via Applix, measured against contract requirements.

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### **Average Vendor Response Time per Maintenance Contract**

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Description: Countywide Service Desk manages the Countywide maintenance contract to help customers get their equipment problems responded to within contract terms and timeframes.

Metric Calculation: Based on equipment category and expected vendor response time, as defined in the maintenance contract. Calculates the time ticket was created, acknowledged by vendor via Applix, measured against contract requirements.

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### **COMPASS Acct Creation, Deletion, Wk Role Mod**

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Description: Creation or deletion of COMPASS accounts and modification of work role access for COMPASS accounts.

Metric Calculation: Start date is at received email request from authorized requester (AR). Completed date is date AR is notified by email of completion (access may be next day). Requests requiring additional authorization, measurement begins once authorized.

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### **Incidents Resolved by DTech Service Desk on First Call**

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Description: Where authorized, Service Desk staff resolve a wide variety of problems on the first call (or first contact) from the customer.

Metric Calculation: Calculation based on customer permissions and systems/applications access to provide the resolution services. Example: Active Directory, CalWIN, MS Office, Mapping Drives, etc.

**Non-Compliance Explanation:**

**This metric is still in progress on ServiceNow, which is combining both iET/Applix and Infra. It is not an exact match to what was reported under Applix.**

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## Response to Priority 1 Incidents in Under 20 Mins

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Description: Response to DTech Priority 1 incidents, i.e., problems that DTech responsible to resolve. Priority 1 refers to incidents affecting more than 50 customers or where an entire site is down.

Metric Calculation: Done in Applix by calculating the time the ticket was acknowledged and incident responded to.

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## Speed to Answer Calls (Service Desk)

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Description: Average time it takes for a Service Desk agent to answer a call.

Metric Calculation: The Cisco Management reporting system measures the average time to answer against a metric goal of 45 seconds or less.

**Non-Compliance Explanation:**

**2 staff on Service Now project as well as staff illness.**

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## TSR Completion (Telephone Service Request)

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Description: A process to request changes, modifications, additions, and/or deletions or telecommunications equipment and services.

Metric Calculation: Process form receipt of TSR, 90% of all TSR's with 15 days.

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